

Filing Fees Online Payment Error

The Automation Department Helpdesk has received several calls regarding online payment submission errors. Errors such as, “*The credit card you have entered is invalid*” or “*The credit card you have entered has expired*,” occurred when users clicked the “Submit Payment” button. A second or third payment attempt produced only intermittent success.

The Court's payment processing company has determined the error occurs after applying Microsoft security patch 832894 (MS04-004) or Hotfix 821814 to Internet Explorer 6 SP1 (Version 6.00.2800.1106). Microsoft confirmed this is a problem, and it has created a patch (Q831167) to correct the problem. NOTE: Users of Netscape Navigator are not affected.

Please click the following link to obtain more information about this problem and install the 32-bit update package:

<http://support.microsoft.com/default.aspx?scid=kb;%5bLN%5d;831167>